

## METHOD AND SYSTEM FOR PREDICTIVE ENTERPRISE RESOURCE MANAGEMENT

### ABSTRACT OF THE DISCLOSURE

5 A system and method are disclosed which predict whether a performance problem within a network is likely to be encountered during future operation. Furthermore, a preferred embodiment not only predicts the likelihood of a performance problem, but further determines the appropriate preventative measures to be taken in an attempt to prevent a predicted performance problem from occurring. In a preferred embodiment, a management system (MS) that oversees the operation of a network is implemented to predict likely performance problems within the network, and may determine appropriate preventative measures for preventing predicted performance problems within the network. Polling gateway(s) may be utilized to periodically poll the network resources in order to retrieve status information for such resources, including but not limited to status of disk(s), database(s), memory, CPU(s), and operating system(s) within the network. The gathered status information is then evaluated by the MS by, for example, correlating such status information with known performance rules for the network to predict potential performance problems, and based on such evaluation, the MS may predict whether a future performance problem is likely to be encountered. Once a future performance problem has been predicted, the MS determines an appropriate preventive action for preventing the performance problem from occurring, and the MS may initiate the appropriate preventive action before the occurrence of the predicted performance problem in an attempt to prevent such performance problem. Most preferably, the network management system is implemented to "learn" 20 symptoms of performance problems over time.